

## **CLASS TITLE: SUPERVISOR, MOTOR VEHICLE CUSTOMER SERVICES**

**Class Code: 02419300**

**Pay Grade: 27A**

**EO: E**

### **CLASS DEFINITION:**

**GENERAL STATEMENT OF DUTIES:** To be responsible for the effective and efficient operation of DMV branch offices; to supervise a staff and supervisors responsible for reviewing and processing applications for motor vehicle registrations or the issuance of motor vehicle operators' licenses, renewals or transfers by use of a computerized automobile registration system or motor vehicle license system; to be responsible for the accountability of all taxes, fees and other monies received pertaining to motor vehicle or licensing transactions; to deal with the public on an ongoing basis; and to do related work as required.

**SUPERVISION RECEIVED:** Works under the general supervision of a superior with wide latitude for the exercise of independent judgment; work is subject to review for conformance to policies, rules and instructions.

**SUPERVISION EXERCISED:** Plans, supervises and reviews the work of subordinate staff and supervisors engaged in processing and/or overseeing various motor vehicle or licensing transactions; reviews work in process and upon completion.

### **ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:**

To be responsible for the effective and efficient operation of DMV branch offices.

To supervise a staff and supervisors responsible for reviewing and processing applications for motor vehicle registrations or the issuance of motor vehicle operators' licenses, renewals or transfers by use of a computerized automobile registration system or motor vehicle license system.

To be responsible for the accountability of all taxes, fees and other monies received pertaining to motor vehicle or license transactions.

To deal with the public on an ongoing basis; to handle complaints received from the public and to address them amicably.

To plan, coordinate and supervise the flow of work among several sections in the division.

To check and verify compliance with the required certificate of title law for all new vehicles or laws pertaining to obtaining a drivers license and to record and charge fees for same.

To develop, design and oversee an effective and efficient customer service representative training program as well as to establish and maintain training manuals and guidance documents,

To be responsible for staff engaged in reviewing and approving submitted forms for the renewal of motor vehicle operator licenses.

To perform daily staff timekeeping activities; to review and approve the time and attendance information reported for each employee under his/her supervision, and to manage employee attendance and payroll records with a reasonable degree of accuracy.

To be responsible for the collection of payments of the sales tax and/or fees for the appropriate document being processed and to officially validate and issue same.

To monitor tasks performed by subordinates to ensure compliance with applicable laws, policies and procedures, to communicate areas of concern to a superior when appropriate, and to evaluate, correct or discipline staff according to policy and standards as appropriate.

To interview and evaluate customer service representative candidates and make recommendations for hire.

To verify, process and troubleshoot certain online DMV motor vehicle transactions as assigned.

To make recommendations to a superior of proposed changes in policies, programs and procedures.

To serve as a member of a project team to work closely with vendors and IT staff to provide functional expertise; to contribute to overall project objectives and specific team deliverables; to participate in testing and error identification initiatives; to provide user training; and to perform other related project tasks.

To do related work as required.

## **REQUIRED QUALIFICATIONS FOR APPOINTMENT:**

**KNOWLEDGES, SKILLS AND CAPACITIES:** A thorough knowledge of the guidelines by which the motor vehicle statutes are applied toward the registration of motor vehicles and the licensing of motor vehicle operators; a working knowledge of the procedures and practices applicable to the receipt of monies; the ability to plan, coordinate, supervise and review the work of a staff and supervisors engaged in and overseeing the processing of applications for the registration or motor vehicle operators' license, renewal or transfer of motor vehicles by use of a computerized automobile registration system; the ability to operate a direct entry computer terminal; the ability to deal courteously with the public and handle complaints relating to the activities of the section; and related capacities and abilities.

## **EDUCATION AND EXPERIENCE:**

Education: Such as may have been gained through: graduation from a senior high school; and

Experience: Such as may have been gained through: extensive employment in a position processing or supervising the full range of license, registration, title and other motor vehicle transactions.

Or, any combination of education and experience that shall be substantially equivalent to the above education and experience.

Class Revised: June 28, 2015